



# Electronic Records Management

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## Buying Guide

# Getting Started

## Section 1: Determining Level of Required Acquisition Support

# GSA Service Offerings for Customers

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- **Self-service** (with GSA & NARA guidance)
  - For agencies that are comfortable using Schedules to purchase ERM solutions
  - Subject matter expertise available from GSA and NARA
    - GSA Multiple Award Schedules
    - NARA policy and regulations
- **GSA Assisted Acquisitions**
  - Cradle-to-grave acquisitions by GSA on behalf of your agency

# GSA and NARA Expertise

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- GSA and NARA encourage agencies to reach out with questions or for document review. We are happy to assist!
- **Procurement guidance**
  - Requirements Development
  - Reviewing SOO, SOW, PWS, etc.
  - Scope reviews (what SIN to solicit under)
  - Identifying past successful procurements
  - Sample acquisition documents
- **Assistance with GSA eBuy, and navigating MAS contracts**
- **NARA Policy**

# Assisted Acquisition Services

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- **Cradle-to-grave acquisitions by GSA, on behalf of your agency**
  - Supports the full acquisition life cycle so agencies can focus on mission
  - Reduces risks for your agency at each stage of the acquisition
- **Step 1: Market Research and Acquisition Planning**
- **Step 2: Development and Release of Solicitation**
- **Step 3: Negotiation and Award**
- **Step 4: Post-Award Management**
  - Project Management
  - Financial Management
  - Contract Closeout

# **Getting Started**

## **Section 2: Meeting Deadlines**

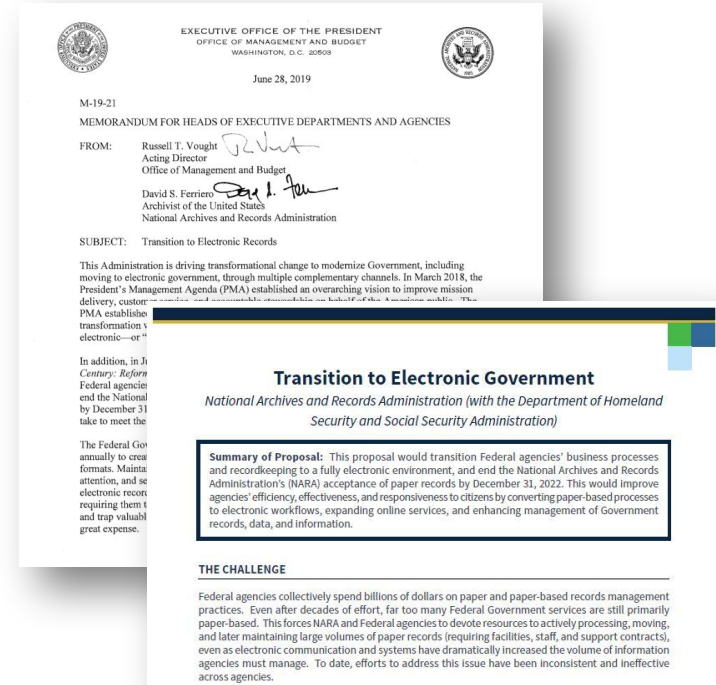
# What's Driving Us - The Policy

## Transitioning to Electronic Records

M-19-21 June 2019

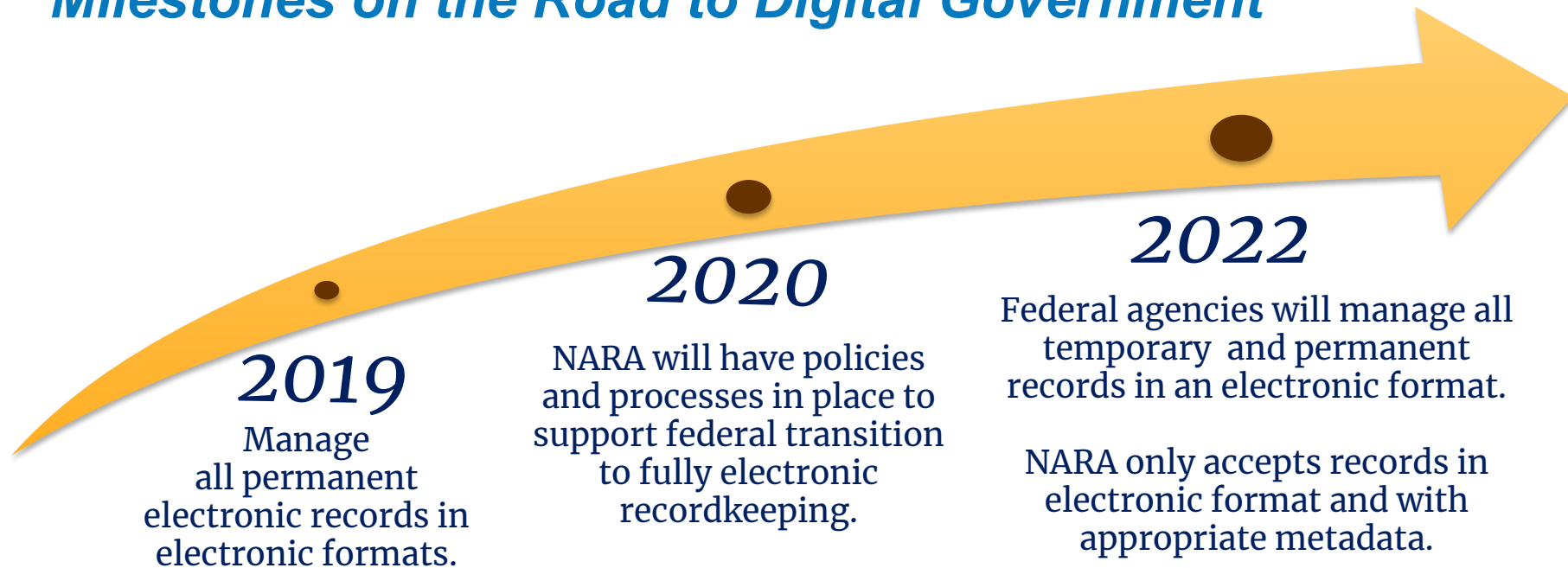
## NARA Strategic Plan 2018 – 2022

## The President's Government Reform Plan – June 2018



# What's Driving Us - The Goals

## *Milestones on the Road to Digital Government*





# Targets

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**By 2022, Federal agencies will manage all permanent records in an electronic format with appropriate metadata. (1.2)**



**By 2022, Federal agencies will manage all temporary records in an electronic format or store them in commercial records storage facilities. (1.3)**



**By 2022, NARA will no longer accept transfer of permanent or temporary records in analog format and will accept records only in electronic format and with appropriate metadata. (2.4)**

# Getting Started

## Section 3: Market Research

# Market Research Tools

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- **Market Research as a Service (MRAS)**
  - Free Service
- **GSA Discovery**
  - Hosts information about all GSA ERM Contract holders and contractor capabilities
  - <https://discovery.gsa.gov/ERM>
- **Request for Information (RFI) using GSA eBuy**
- **Sources Sought RFI using GSA eBuy**

GSA can provide training for ALL GSA e-tools, including GSA eBuy or Discovery!

# Market Research as a Service (MRAS)

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## *For Self-Service and Assisted Acquisition options*

- Free service for GSA customer agencies
- Reduction of PALT (procurement lead time)
- Market research support for your requirements
- Better alignment of GSA contracts with customer needs
- Streamlined RFI process
  - Discovery - Scope Reviews
  - Development - draft RFIs and feedback on requirement
  - Execution - final RFI issued on behalf of Agency CO (can include PWS/SOW)
  - Service - RFI results and market report, continued support from CSD, access to GSA category experts, and more
- GSA Market Research Request Form

# GSA Discovery



**DISCOVERY**  
Market Research Tool

[Home](#)

[Advanced Search](#)

[About](#)

[Contracts](#)

Search by NAICS, PSC, or Keywords to compare contracts

NAICS



Enter your code or keywords...



Search

**Discovery** is a market research tool that helps you explore GSA services contracts, vendors, and vendor contract history to determine whether a GSA contract can meet your needs.

## — Contract Vehicles on Discovery —

### OASIS

One Acquisition Solution for  
Integrated Service

### BMO

Building Maintenance and  
Operations

### HCaTS

Human Capital and Training  
Solutions

### PSS

Professional Services  
Schedule

### ERM

Electronic Records  
Management

# Utilizing NARA Resources

# Federal Electronic Records Modernization Initiative (FERMI)

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## *Two goals:*

- To help agencies obtain electronic records management (ERM) solutions and services fitting their needs through an improved procurement process; and
- To proactively address changing trends in ERM by setting policy for new solutions and services.

# FERMI Benefits

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- **Creating governmentwide standards to foster partnerships with the private sector and support long-term innovation.**
- **Vendors know what Federal agencies need for ERM.**
- **Leverage buying power by working together.**
- **ERM included in shared services which alleviates burden from individual users.**



# Universal Electronic Records Management Requirements, Version 2

[RESEARCH OUR RECORDS](#)[VETERANS' SERVICE RECORDS](#)[EDUCATOR RESOURCES](#)[VISIT US](#)[AMERICA'S FOUNDING DOCUMENTS](#)

## Federal Records Management

Home > Federal Records Management > Records Management Regulations, Policy, and Guidance > Universal Electronic Records Management (ERM) Requirements



Records Management Resources

- Email Management
- Records Management FAQs
- Memorandums to Agency Records Officers
- Federal Records Centers (FRC)
- Guidance and Policy for Accessioning
- Records Management Policy and Guidance
- Records Management Self Assessment (RMSA)
- Records Management Training
- Electronic Records Archives (ERA)
- Basic Laws & Authorities
- Meetings & Activities

Operating Status & Schedules

[View the National Archives Operating Status](#)

### Universal Electronic Records Management (ERM) Requirements

 [Download the Universal Electronic Records Management Requirements, Version 2 Spreadsheet](#) 

The Universal ERM Requirements identify high level business needs for managing electronic records. They are baseline ERM program requirements derived from existing statutes, standards, NARA regulations, policy, and guidance. They are a starting point for agencies to use when developing system requirements. Records management staff should work with acquisitions and IT personnel to tailor any final system requirements. The document contains a change log, abstract, list of lifecycle requirements, list of transfer format requirements, and a glossary.

NARA first released the Universal Electronic Records Management Requirements, Version 1 in August 2017. Version 2 was released in April 2020.

### These requirements contain six sections based on the lifecycle of electronic records management:

1. Capture
2. Maintenance and Use
3. Disposal
4. Transfer
5. Metadata
6. Reporting

These requirements address born digital electronic records. The requirements are either "program" requirements, relating to the design and implementation of an agency's ERM policies and procedures, or "system" requirements, providing technical guidance to vendors in creating ERM tools and specifications for agencies to consider when procuring them. Users of this document can filter on "program" or "system" requirements as needed. This could be helpful in finding a list of requirements a system needs to manage electronic records.

# ERM Vendor Capability Certification

- NARA's [Universal ERM Requirements](#) lists specific standards associated with each of the 11 elements
- Vendors select which of the 11 ERM elements they are capable of providing
- Vendor certification illustrates vendor capabilities & demonstrates an understanding of the associated standards. **This helps ensure records are reliable and authentic, have integrity, remain usable, and include the necessary content and context**
- Completed certification to be published on [GSA eLibrary](#) as part of Contractor Terms & Conditions and on GSA's [Discovery Tool](#)
- **As the Universal ERM Requirements document is updated by NARA, GSA incorporates the latest version via Solicitation refreshes and corresponding modifications to existing contracts**
- Efficiently communicates changes in ERM standards to contractors and customer agencies

## Elements of Electronic Records Management Services

- ☐ Element 1 - Office Management Applications
- ☐ Element 2 - Electronic Messages
- ☐ Element 3 - Social Media
- ☐ Element 4 - Cloud Services
- ☐ Element 5 - Websites
- ☐ Element 6 - Digital Media (Photo)
- ☐ Element 7 - Digital Media (Audio)
- ☐ Element 8 - Digital Media (Video)
- ☐ Element 9 - Structured Data
- ☐ Element 10 - Shared Drives
- ☐ Element 11 - Engineering Drawings

# Universal Use Cases

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- **Document the standard workflows.**
- **Identify the roles and actions for actors.**
- **Can be used to evaluate and demonstrate a solution's functionality.**
- **Currently under review by Business Standards Council**

# Universal Use Cases

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## *Five Documents:*

**Overview**

**Use Cases for Capture**

**Use Cases for Maintenance and Use**

**Use Cases for Disposal**

**Use Cases for Transfer**

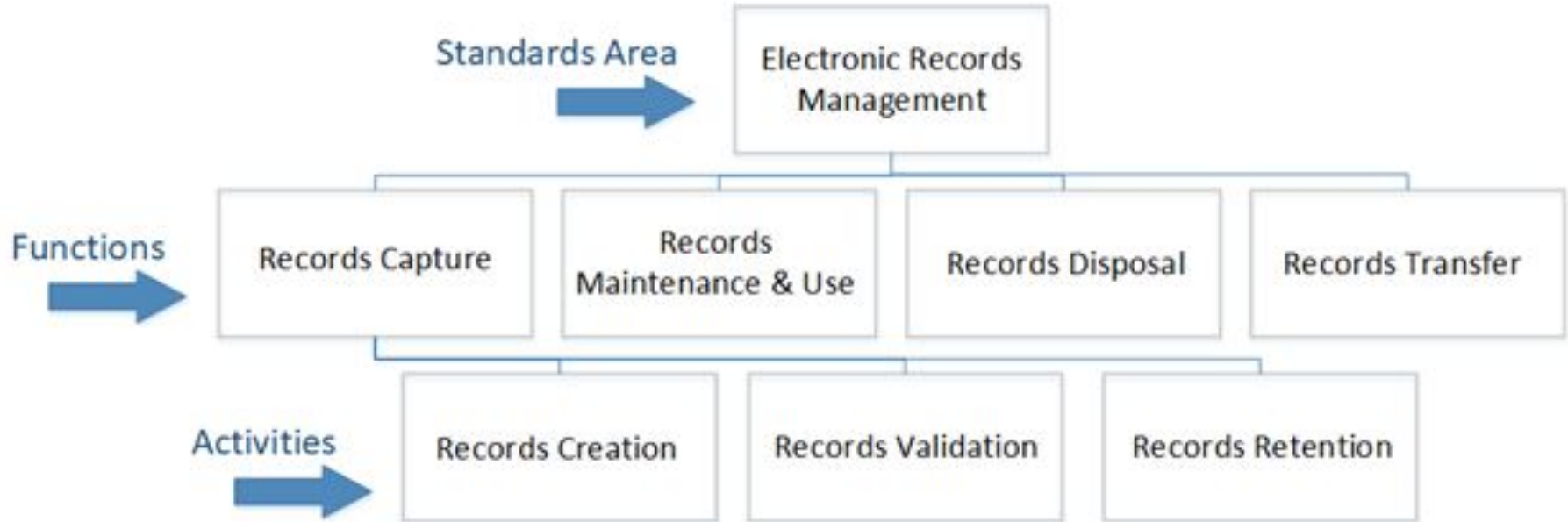
Capture

Maintenance  
and Use

Disposal

Transfer

# Universal Use Cases



# Contact NARA for More Information

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**Records Express – Official Blog**

**<http://blogs.archives.gov/records-express/>**

**NARA Records Management webpage**

**<http://www.archives.gov/records-mgmt/>**

**FERMI Website**

**<https://www.archives.gov/records-mgmt/policy/fermi>**

**GSA Multiple Award Schedule (MAS)**

**[recordsmanagement@gsa.gov](mailto:recordsmanagement@gsa.gov)**

# Identifying the Appropriate SIN(s)

# Records Management Solutions under MAS

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## *A stand-alone ERM solution based on NARA's requirements*

- *Physical and Electronic Records Management* was originally one single SIN
- GSA partners with NARA, and splits into two separate SINs (October 2017)
  - **Physical Records Management Services (SIN [493110RM](#))**
    - 83 contractors as of August 2020
  - **Electronic Records Management Solutions (SIN [518210ERM](#))**
    - 67 contractors as of August 2020
    - Incorporates NARA's Universal ERM Requirements



# Complete Solutions under MAS

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## *Records Management and related SINs*

- Electronic Records Management (ERM): [518210ERM](#)
- Physical Records Management: [493110RM](#)
- Document Conversion Services: [518210DC](#)
- Litigation Support Services: [541611LIT](#)
- Document Destruction Services: [561990](#)
- Document Production Services: [561439](#)
- Needs Assessment and Analysis: [541611O](#)

**Agencies can use any combination of these SINs to achieve a total Solution!**

# Posting a RFQ

# Request for Quotes

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- Once you have conducted market research and decided the appropriate SIN(s) to solicit under, you can post your RFQ to [www.ebuy.gsa.gov/ebuy/](http://www.ebuy.gsa.gov/ebuy/)
- GSA has sample RFQ documents available
- GSA and NARA can review your draft documents before posting
- GSA eBuy will allow you to attach documents and set a closing date for your RFQ
- Please contact [RecordsManagement@gsa.gov](mailto:RecordsManagement@gsa.gov) with any questions

# Evaluating Quotes and Awarding the Contract

# Award Vehicle Options

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There are multiple award options under the MAS program:

- Blanket Purchase Agreement (BPA)
  - An agreement established to fill repetitive needs for supplies or services
- Task Order (Services)
  - Task Order with Options, if necessary
- Delivery Order (Supplies)

# Evaluating Quotes for Award Consideration

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- Establish factors related to ERM solution that are most important to the agency
- Clearly define evaluation factors in RFQ
- Follow RFQ factors closely in evaluating quotes and review quotes equitably
- Review quotes carefully and consult legal and policy, when necessary, before making award

# Post-Award Administration

# New Product and Service Codes (PSCs)

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## *New PSCs available for Physical RM and ERM*

- Helps agencies report and manage spend data for Records Management in the Federal Procurement Data System (FPDS).
- Records Management PSCs approved in June 2019, and align with MAS SINS:
  - **R616** for Physical Records Management (SIN 493110RM)
  - **R617** for Electronic Records Management (SIN 518210ERM)
- These PSC codes are now available and being used
- **Please share this information with your contracting shops so they can accurately report your ERM contract awards!**



# Contact Us

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*Please reach out for any questions or support!*

**RecordsManagement@gsa.gov**